

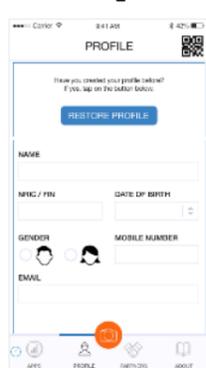
Step-by-Step Guide: How to sign up for National Steps Challenge[™] Season 4

Step 1



Download or update to the latest version of the Healthy 365 mobile app.

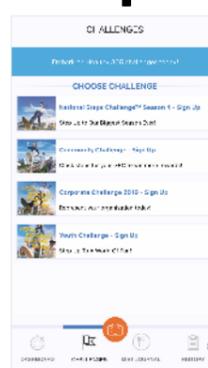
Step 2



Create your profile, or restore your profile if you already have one.

If you are restoring your profile on the Healthy 365 mobile app, a 4-digit One-Time-Pin (OTP) will be sent via SMS to your registered mobile number. Key in the OTP and your profile will be restored successfully.

Step 3



Sign up for National Steps Challenge[™] Season 4 / Community Challenge / Corporate Challenge / Youth Challenge on the Challenges tab.

National Steps Challenge[™] period:
27 October 2018 – 30 April 2019

Step 4



Choose your preferred fitness tracking device. Use the FREE HPB fitness tracker* or one of the compatible¹ mobile apps or fitness trackers:

National Steps Challenge[™] preferred² mobile apps and trackers:

- Actxa[®] mobile app, Garmin Connect[™] mobile app, or Polar Flow mobile app

Other mobile apps and trackers:

- HealthKit mobile app with Apple Watch, Samsung Health mobile app with Samsung Wearables, or Fitbit mobile app with any Fitbit tracker

¹ For participants who are using one of the compatible mobile apps and fitness trackers, your device needs to be able to track heart rate data in order to contribute towards the MVPA category.

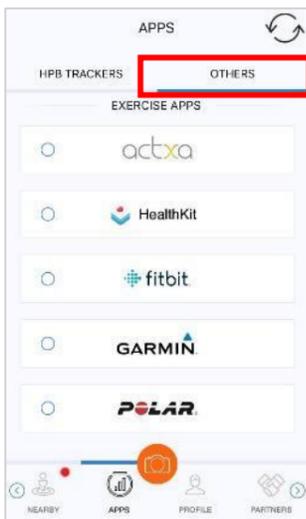
² Applicable to selected fitness tracking devices compatible with Actxa[®], Garmin Connect[™] or Polar Flow mobile apps.

*Only Singaporeans/Permanent Residents who have signed up for National Steps Challenge[™] Season 4 (including returning participants from past seasons) are eligible for the free HPB fitness trackers, available on a first-come-first-served, while stocks last basis. The National Steps Challenge[™] starts on 27 October 2018 and ends on 30 April 2019. Participants must be at least 17 years old at the time of signing up. Other terms and conditions apply. For full details, please visit stepschallenge.sg.



For enquiries, please call 1800 567 2020
or email us at stepschallenge@hpb.gov.sg

Step-by-Step Guide: How to set up other steps tracking mode



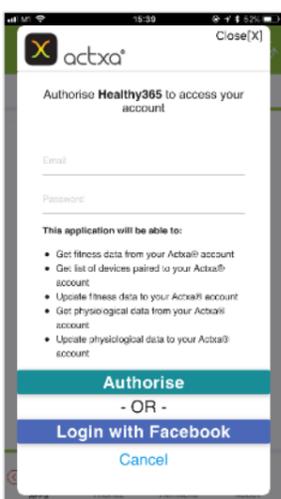
If you are not using the HPB Fitness Tracker, select 'Apps' on the menu bar of the Healthy 365 mobile app and tap on 'Others' to choose your preferred fitness tracking mode:

- Actxa[®] mobile app[^]
- Garmin Connect[™] mobile app[^]
- Polar Flow mobile app[^]
- HealthKit mobile app
- Samsung Health mobile app
- Fitbit mobile app

Visit stepschallenge.sg for a full list of compatible fitness trackers and how to update and sync your steps and MVPA if you are a non-smartphone participant.

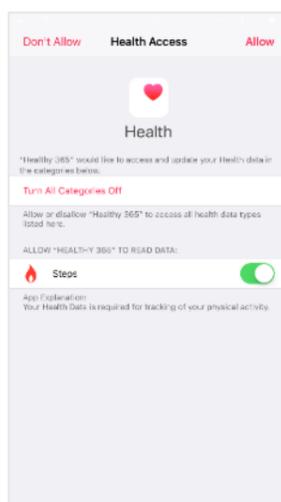
[^]Applicable to selected fitness tracking devices compatible with Actxa[®], Garmin Connect[™] or Polar Flow mobile apps.

Actxa[®]



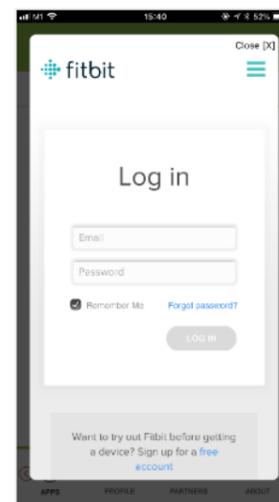
Log in to your Actxa[®] account and tap on 'Authorise' to allow access for the Healthy 365 mobile app.

HealthKit



Allow the Healthy 365 mobile app to access the step count data on the Healthkit mobile app.

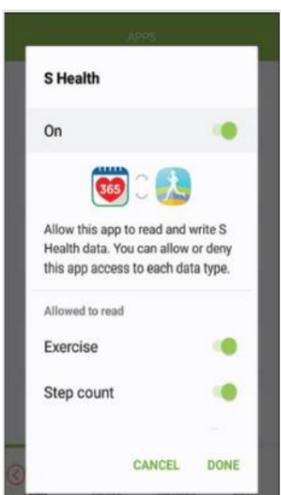
Fitbit



Log in to your Fitbit account.

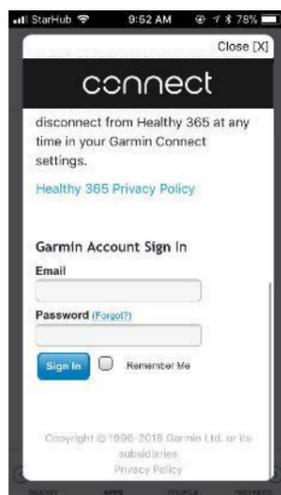
Select your preferred Fitbit tracker to allow the Healthy 365 mobile app to access the step count data on the Fitbit mobile app.

Samsung Health



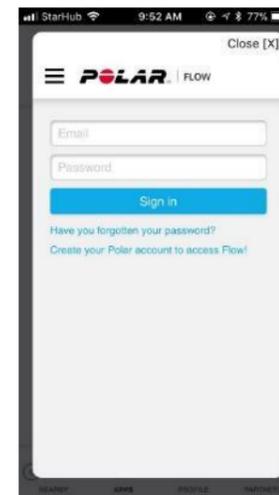
Allow the Healthy 365 mobile app to access the exercise and step count data on the Samsung Health mobile app.

Garmin Connect[™]



Log in to your Garmin Connect[™] account to allow the Healthy 365 mobile app to access data on the Garmin Connect[™] Mobile app.

Polar Flow



Log in to your Polar Flow account.

Select your preferred Polar tracker to allow the Healthy 365 mobile app to access the step count data on the Polar Flow mobile app.



For enquiries, please call 1800 567 2020
or email us at stepschallenge@hpb.gov.sg

Step-by-Step Guide: How to use your HPB fitness tracker for the first time after collection

Were your HPB fitness tracker collected on behalf by your family or friend?

If your HPB fitness tracker were collected on behalf, you will be required to go through these steps before you can start syncing your fitness activity records to the Healthy 365 mobile app.

Note: To avoid losing your fitness activity records, please sync your previous tracking mode before collecting your HPB fitness tracker. Steps and MVPA clocked after successfully changing your fitness tracking mode will be added to your previously synced fitness data.



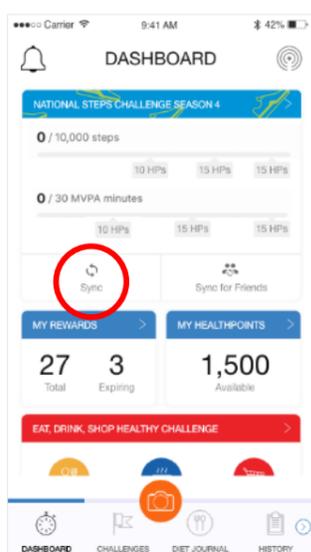
Step 1

- Turn on Bluetooth[®]  on your smartphone.
- Tap on the 'Apps' tab. Switch on your HPB fitness tracker and place it next to your smartphone.



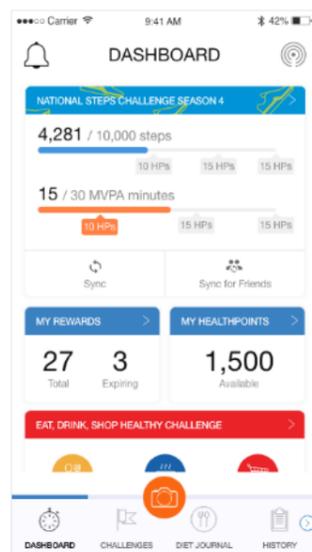
Step 2

- Tap on the refresh button on top right hand corner to complete the pairing process.
- Once successfully refreshed, your paired HPB fitness tracker will be reflected.



Step 3

- Tap on the 'National Steps Challenge[™] Season 4' card on the 'Dashboard' tab and tap on the 'Sync' button to sync for the first time.



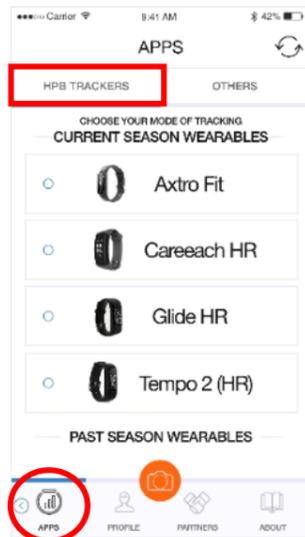
Step 4

- Congratulations! You have successfully set up your HPB fitness tracker.
- Aim for 10,000 steps or more every day and 150 minutes of moderate to vigorous physical activities (MVPA) every week.



For enquiries, please call 1800 567 2020
or email us at stepschallenge@hpb.gov.sg

Step-by-Step Guide: How to set up your HPB fitness tracker



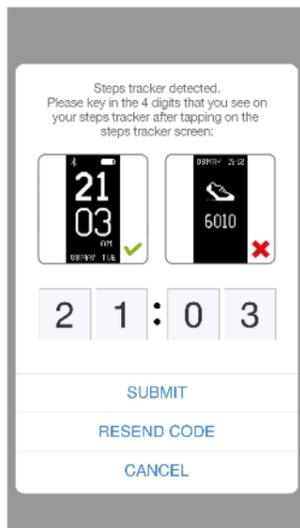
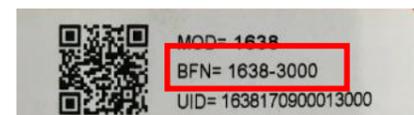
Step 1

- Turn on Bluetooth®  on your smartphone. Switch on your HPB fitness tracker and place it next to your smartphone.
- Tap on 'Apps' tab and select HPB trackers to choose the model of your HPB fitness tracker.
- Please ensure there are no other HPB fitness trackers nearby (at least 1.5m radius).



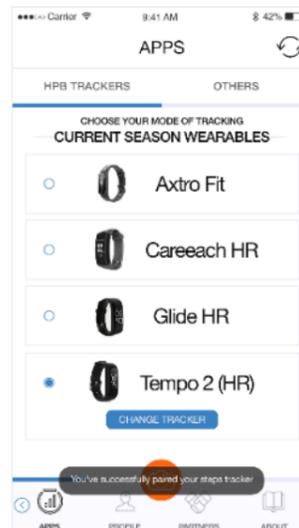
Step 2

- Select your HPB fitness tracker based on the corresponding Bluetooth® Friendly Name (BFN).
- Your fitness tracker's BFN can be found on the packaging.



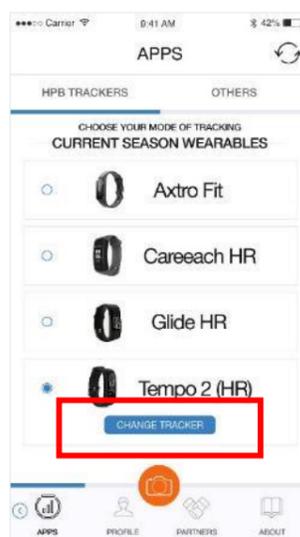
Step 3

- You will be prompted to key in a 4-digit code. Tap on your HPB fitness tracker for your 4-digit code.
- Key in the code and tap 'Submit'.
- If unsuccessful, tap 'Resend Code' and repeat Step 3.



Step 4

- Congratulations! You have successfully set up your HPB fitness tracker.
- Aim for 10,000 steps or more every day and 150 minutes of moderate to vigorous physical activities (MVPA) every week.



Replacing a HPB fitness tracker?

If you are replacing a HPB fitness tracker, select 'Apps' on the menu bar and tap on 'Change Tracker' button. Repeat Step 1 to Step 3. (Only applicable if you are replacing a HPB Fitness Tracker of the same model.)

Note: To avoid losing your fitness activity records, please sync your previous tracking mode before changing your preferred tracking mode. Steps and MVPA clocked after successfully changing your fitness tracking mode will be added to your previously synced fitness data.



For enquiries, please call 1800 567 2020
or email us at stepschallenge@hpb.gov.sg

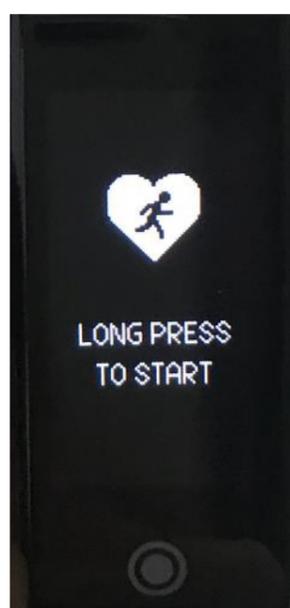
Step-by-Step Guide: How to track your Moderate to Vigorous Physical Activities (MVPA) using your HPB fitness tracker

As you go about your daily activities, the HPB fitness tracker will automatically record your heart rate throughout the day, as long as it is charged and worn correctly on the wrist.

There is no need to activate heart rate tracking.

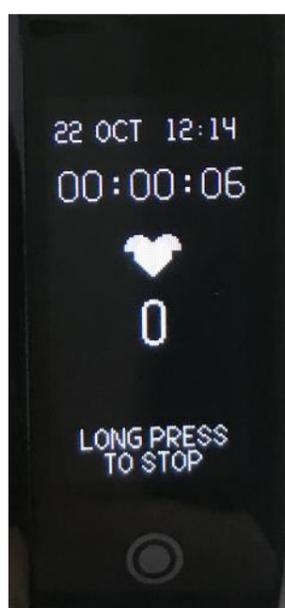
However, if you would like to observe changes in your heart rate real-time on the fitness tracker while working out, you can trigger an 'Exercise Session'.

How to trigger an 'Exercise Session'



Step 1:

Tap the touch sensor on the tracker until you see the 'heart' symbol.



Step 2:

Press and hold on the sensor of the tracker until the 'heart' symbol is animated.



Step 3:

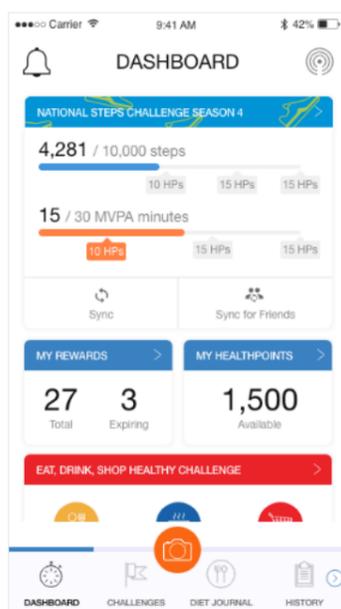
To stop the 'Exercise Session', do a 'long tap' again. Tap to confirm the end of the session.

Exiting the 'Exercise Session' doesn't mean the tracker will stop tracking your heart rate. Remember, the tracker will always be tracking your heart rate and steps, as long as it is switched on and charged.



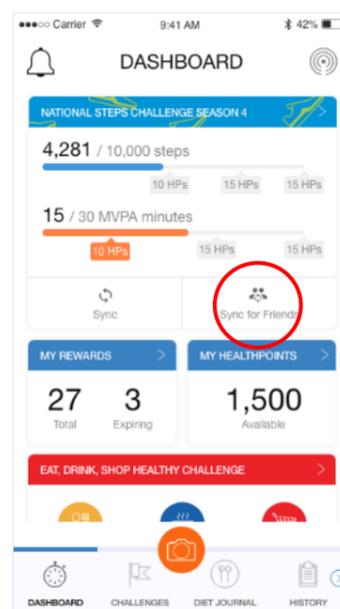
For enquiries, please call 1800 567 2020
or email us at stepschallenge@hpb.gov.sg

Step-by-Step Guide: How to update your fitness records via Sync for Friends



Step 1

- Ensure Bluetooth®  is enabled on your friend's smartphone and is connected to the internet.
- Launch the Healthy 365 mobile app and go to 'Dashboard'.



Step 2

- Place your HPB fitness tracker next to your friend's phone.
- Tap on the 'Sync for Friends' button to start syncing.



Step 3

- You will be prompted to key in a 4-digit code. Tap on your HPB fitness tracker for your 4-digit code.
- Key in the code and tap 'Submit'.
- If unsuccessful, tap 'Resend Code' and repeat Step 3.



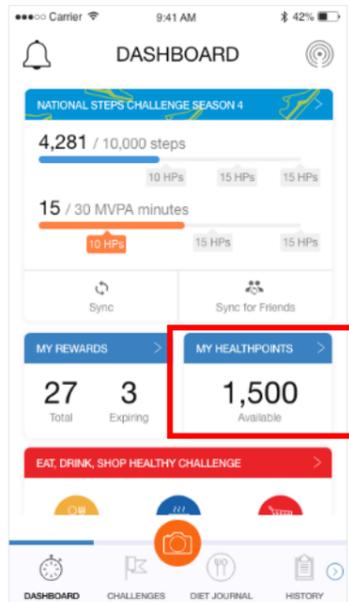
Step 4

- Congratulations! You have successfully updated your fitness records on your friend's smartphone.
- Aim for 10,000 steps or more every day and 150 minutes of moderate to vigorous physical activities every week.



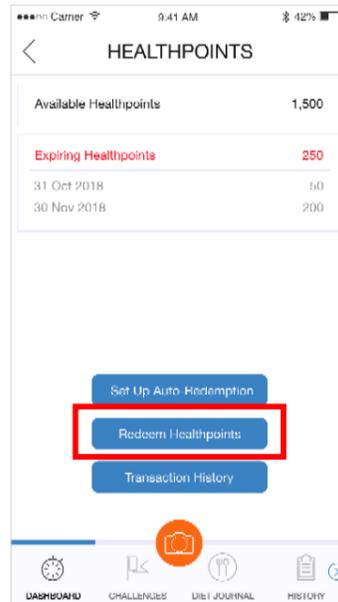
For enquiries, please call 1800 567 2020
or email us at stepschallenge@hpb.gov.sg

Step-by-Step Guide: How to redeem your Healthpoints for Sure-win rewards



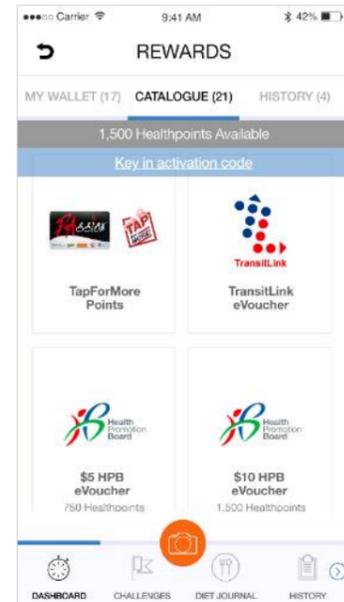
Step 1

To access your Healthpoints, tap on 'My Healthpoints' card on the Dashboard.



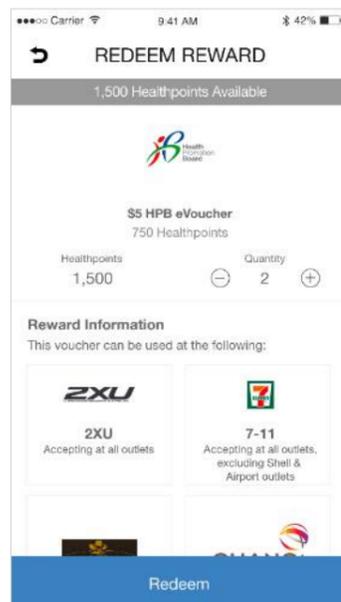
Step 2

Click on 'Redeem Healthpoints' once you have sufficient Healthpoints for redemption.



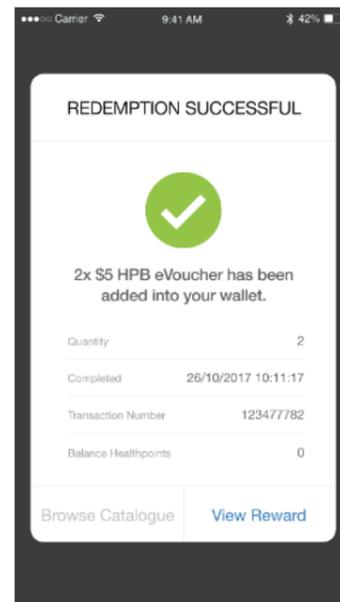
Step 3

Click on 'Catalogue' to view all available vouchers.



Step 4

Select the type of voucher you would like to redeem with your Healthpoints. Select your quantity and click on 'Redeem'.



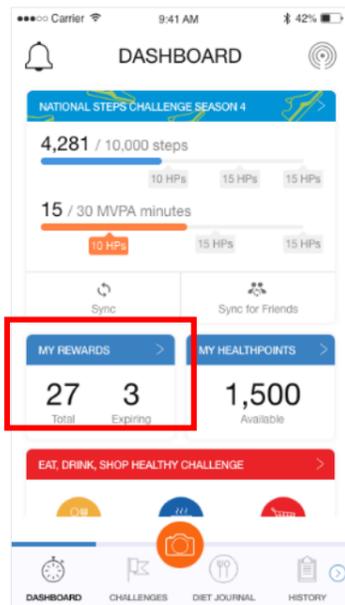
Step 5

A message will appear to confirm a successful redemption.



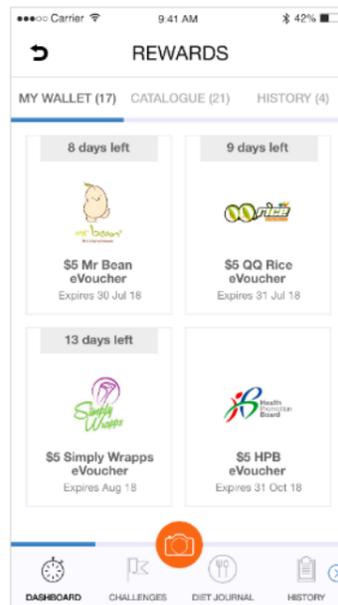
For enquiries, please call 1800 567 2020
or email us at stepschallenge@hpb.gov.sg

Step-by-Step Guide: How to redeem your eVouchers



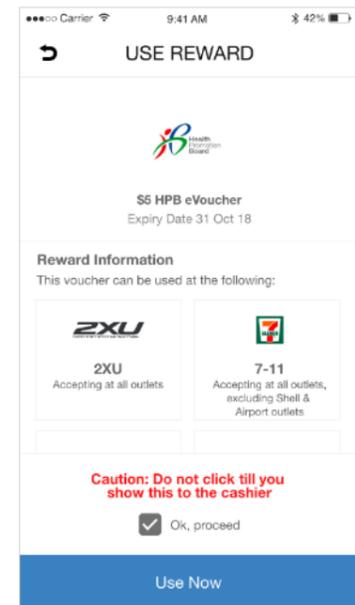
Step 1

To access your eVouchers, tap on 'My Rewards' card on the Dashboard.



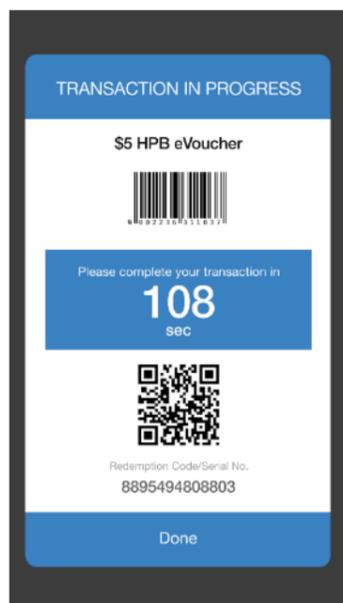
Step 2

The full list of your eVouchers will be shown under 'My Wallet'. Click on the eVoucher you intend to use when you are ready to pay at the cashier.



Step 3

Confirm with the cashier before proceeding. Click 'Use Now'.



Step 4

Countdown timer starts. Show your screen to the merchant for scanning. Click 'Done' after transaction.



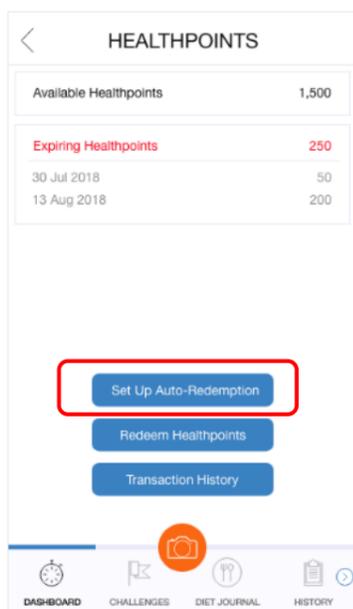
Step 5

Once the countdown timer ends, it will automatically go to this screen. The screen will show transaction completed status with date and time.



For enquiries, please call 1800 567 2020
or email us at stepschallenge@hpb.gov.sg

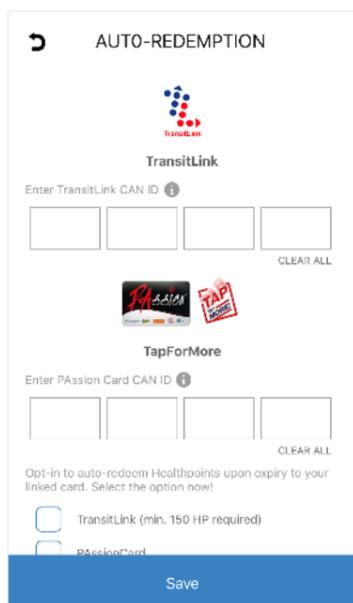
Step-by-Step Guide: How to set up auto-redemption for TapForMore or TransitLink



Step 1

As HPB printed vouchers will no longer be available from 1 January 2019, redeem your Healthpoints for TapForMore points or TransitLink eVouchers instead.

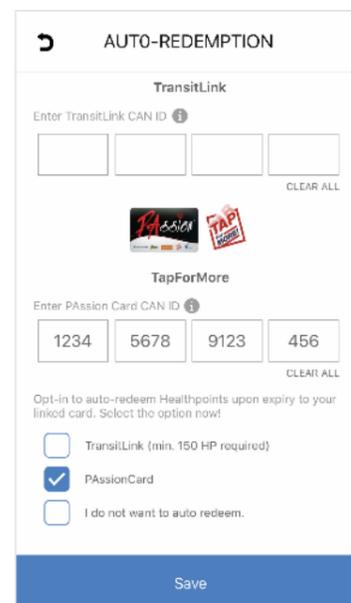
You can set up auto-redemption of Healthpoints for TapForMore points or TransitLink eVouchers. Select 'My Rewards' card and tap on 'Set Up Auto Redemption'.



Step 2

You can choose to set up your auto-redemption for either TapForMore points or TransitLink e-vouchers.

Key in the Card ID accordingly.



Step 3

Select the option for which you will want to opt for auto-redemption and then click on 'Save'.



For enquiries, please call 1800 567 2020
or email us at stepschallenge@hpb.gov.sg

Step-by-Step Guide: FAQs about your HPB fitness tracker

How do I start using my HPB fitness tracker?

Smartphone users will need to pair their HPB fitness tracker to the Healthy 365 mobile app via Bluetooth®. Once you have done that successfully, all you need to do now is to start moving to accumulate steps and moderate to vigorous physical activities (MVPA) to earn Healthpoints. Please note that the HPB fitness tracker can only store up to 7 days of data and you will need to sync your HPB fitness tracker with the Healthy 365 mobile app or Healthy 365 kiosk for non-smartphone users, via Bluetooth® at least once every 7 days to avoid losing your step count data.

Is the HPB fitness tracker water-resistant?

Yes, as long as the base unit is securely attached to the strap. However, it is not waterproof and cannot be submerged in water.

Do I need to charge the HPB fitness tracker?

Yes, you will need to charge the fitness tracker regularly. Please follow the instructions in the instruction manual which comes along with your HPB fitness tracker to remove the strap or the base unit. This will reveal the USB charger on the HPB fitness tracker. Insert the USB charger into any USB ports connected to a power socket for charging. Please note that each charge should not exceed more than 2 hours as overcharging will damage the battery's lifespan over time.

Can I use someone else's fitness tracker if mine is faulty or lost?

No. Each HPB fitness tracker, once paired, will be uniquely identified to a person's profile hence it cannot be shared or passed onto someone else. Alternatively, you may choose other steps tracking mode with other compatible trackers or mobile apps. Visit stepschallenge.sg for a full list of compatible trackers and mobile apps.

What do I do if my HPB fitness tracker becomes faulty?

Your HPB fitness tracker has a warranty period of 1 year from collection/purchase date. The warranty does not cover normal wear and tear, misuse and damage arising from failure to follow instructions relating to product use. If your HPB fitness tracker is found to be faulty due to a manufacturing defect upon assessment by our Customer Care Officer, please bring along your NRIC, proof of purchase (if applicable) and the defective fitness tracker to do a one-for-one exchange for the same model of tracker.

For full list of Authorised Service Providers' locations where you may do a one-for-one exchange for your HPB fitness tracker, visit stepschallenge.sg.

Alternatively, you can visit the National Steps Challenge[™] Customer Care Centres. Our Customer Care Officers will provide support for one-for-one exchange of faulty HPB fitness trackers*.

Venue	Operating hours
Health Promotion Board Level 1 Lobby (Next to escalator) Note: HPB is located within walking distance of Outram Park MRT Station	Monday to Friday, 11am – 8pm Saturday, 9am – 1pm (Closed on Sundays, Eve of Public Holidays, and Public Holidays)
Challenger Electronic Stores	
Tampines 1, #04-024/25	11am – 9.30pm (Daily)
Jurong Point Shopping Centre, #B1-94/95/96	11am – 9.30pm (Mon to Fri, Sun & PH) 11am – 10am (Sat)
Sun Plaza, #02-06	11am – 9.30pm (Daily)



For enquiries, please call 1800 567 2020
or email us at stepschallenge@hpb.gov.sg

Step-by-Step Guide: How to charge your HPB fitness tracker

To charge the HPB fitness tracker, firmly remove the strap by pulling outwards with both hands to reveal the USB connector on the tracker.

The USB connector can be identified by the metal contact points.

Plug the tracker into any USB port such as your mobile phone charging port or your computer to charge.

Do not overcharge your tracker as it will damage the battery's lifespan over time. As a gauge, do not charge more than 2 hours.

How to reveal the USB connector on the tracker:



Careeach HR



Glide HR



Tempo 2 HR

For the following HPB fitness trackers,

- Identify the USB word / lightning symbol on the back of the tracker
- Place one hand on each side of the tracker
- Start pulling left and right slowly with some strength
- The strap and tracker will be separated



Axtro Fit

For the following HPB fitness tracker,

- Identify the 'Open' word behind the tracker
- Place one hand on the strap and one hand on the tracker
- Push the tracker upwards while pulling the strap down
- The strap and the tracker will be separated

Refer to video for demonstration: <https://youtu.be/WNsT101uhTo>



For enquiries, please call 1800 567 2020
or email us at stepschallenge@hpb.gov.sg

Step-by-Step Guide: Cautionary Messages on your HPB fitness tracker

To ensure that you do not over-exert, the HPB fitness tracker will vibrate and remind you with an alert message when you have entered the moderate to vigorous activity heart rate zones during your physical activities.

While you can still continue if you feel fine, do remember not to exceed your maximum heart rate as it could be dangerous!

Sometimes, you might notice that the alert messages are triggered even when you are stationary or not doing moderate to vigorous physical activities (MVPA). When this happens, take off your fitness tracker, wipe the sensors on the back and strap it back on.

If the problem persists, please visit our Customer Care Centre for assistance.

Display on Axtro Fit



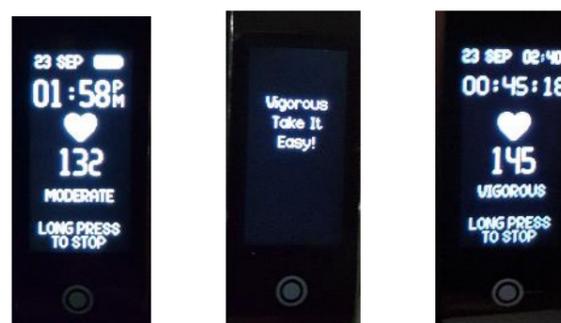
Display on Careeach HR



Display on Glide HR



Display on Tempo 2 HR



For enquiries, please call 1800 567 2020
or email us at stepschallenge@hpb.gov.sg